

# EXHIBIT C



November 19, 2013

Address Service Requested

#BWNFTZF #URS7058955113115#

31009362  
Nelma S. Lopes  
535 SYCAMORE ST  
RAHWAY NJ 07065-2523

Date: November 19, 2013  
Creditor: Citibank, N.A.  
Account No.: XXXXXXXXXXXXXXX0794  
URS No.: 31009362  
Amount Due: \$6,017.25  
Telephone: 888-739-0745, ext 4987  
Account Number Masked for Your Security

United Recovery Systems, LP  
P.O. Box 722910  
Houston, TX 77272-2910

Please detach at perforation and return with your payment.

We have been attempting to contact you with regard to the above-referenced account!!!

Our client has asked us to negotiate with you to resolve this debt. We would like to arrange re-payment terms with you -- based upon your individual circumstances.

Please call our toll-free telephone number and explain your circumstances. We WILL work with you.

You can call MRS W WHITE at our toll free number 24 hours a day at 888-739-0745, ext 4987. We look forward to helping you resolve this account.

This communication is from a debt collector. We are required to inform you that this is an attempt to collect a debt, and any information obtained will be used for this purpose.

Sincerely,

MRS W WHITE, ext 4987  
United Recovery Systems, LP  
P.O. Box 722929  
Houston, TX 77272-2929

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¡Traducción en español al dorso!

5800 North Course Drive Houston, Texas 77072